

# Creating Your NASA User Profile with Access Launchpad

Use the Launchpad to create and update your NASA “user profile” or to reset a forgotten password.

Your NASA user profile consists of your Agency User ID, profile password, and completed set of seven security questions.

A list of the NASA IT applications that require a NASA “user profile” is available at: [http://insidenasa.nasa.gov/ocio/infrastructure/launchpad\\_apps.html](http://insidenasa.nasa.gov/ocio/infrastructure/launchpad_apps.html).

**If you already use any of these applications, you already have an active NASA user profile and do not need to make any changes to use the Launchpad.**

If not, you can visit the Launchpad site directly at <https://launchpad.nasa.gov> to create your profile by following these steps:

**Step 1:** Click “Create My Profile” under the “First-Time User” header

**Step 2:** Select either “Yes” or “No” to enter or to retrieve your Agency User ID

If you select “Yes,” you are prompted to enter your Agency User ID

If you select “No,” you are prompted to enter data to retrieve your Agency User ID

**Step 3:** Confirm that your personal information is correct and request a temporary password

**Step 4:** Retrieve your temporary password from your e-mail inbox and create a new password

**Step 5:** Answer ALL of the security questions to reset your password in the future

## Additional Launchpad Resources

- Review the [User Guide](#) and [FAQ](#) on the Agency Launchpad Web site: <http://insidenasa.nasa.gov/ocio/infrastructure/smartcard.html>.
- For technical issues, contact the NASA Information Support Center at (866) 419-6297



## Find the Launchpad:

- Applications that require the NASA user profile will automatically direct you to the Launchpad to make updates.
- Or, visit the Launchpad directly at <https://launchpad.nasa.gov> to manage your user profile or reset a forgotten password.

## Meet the profile password requirements:

- A minimum of eight characters
- Includes at least one upper case character
- Includes at least one lower case character
- Includes at least one number
- Includes at least one special character (e.g., \$, !, #, \*, @, %)

## Understand the security question requirements:

- Answer ALL the security questions
- Use short, one or two word answers
- You may not need to use those answers for a long time, so make them memorable